

COMMISSIONERS APPROVAL

GRANDSTAFF 

ROKOSCH 

THOMPSON

CHILCOTT 

DRISCOLL 

PLETTENBERG (Clerk & Recorder)

Members Present.....Commissioner Jim Rokosch, Commissioner Alan Thompson and Commissioner Greg Chilcott

Date.....December 2, 2008

Minutes.....Beth Perkins

► Commissioner Driscoll attended the Tree Ceremony in Washington D.C.

► Commissioner Grandstaff attended the MACo Newly Elected Officials Workshop in Helena.

► The Board met for a discussion and decision on CAD system and Logisys 9-1-1 with CEO Hien Q. Nguyen. Present were Civil Counsel Karen Mahar, Deputy County Attorney Dan Browder, Sheriff Chris Hoffman, 9-1-1 Director Joanna Hamilton, I.T. Director Joe Frohlich, Marty Birkeneder, Logisys Support Tech Steve Hoover, Logisys and Project Manager Mary Tallent.

Commissioner Rokosch called the meeting to order and requested a summary of the issues and concerns.

Joanna stated she has had problems with the system since it has been implemented. She stated currently there are problems with recommendations of which agencies to send. She stated I.T. did attend some training sessions and Chad Brown since has left. She stated she has concerns about the system and cannot afford a full time tech person to deal with these issues. She also has problems with the customer service and response time.

Joe stated prior to attending the training sessions, 9-1-1 personnel were the CAD support people. In the past, it was always the network that was blamed for the problems. The support team did not seem knowledgeable with the networking. Since I.T. has taken it

over, support has improved. He stated there has been high turnover with CAD support people from Logisys. Now, I.T. is the primary support for the Logisys system with a tech named Shane from Logisys as back up. His concern is lack of support and training. He stated the manuals from the training sessions were out of date and they were told by the trainers to not use the information in the manuals. The trainers had to juggle between teaching them and their regular duties. It wasn't very professional or supportive. Joe further expressed his concern with the lack of support and the problems with the system.

Commissioner Rokosch stated some of these problems are from 2004. He is concerned with not seeing any improvement.

Steve Hoover stated there is turn over in every business. He stated the training process and rehiring does happen. He stated there is a great training plan for the new employees. There is a strong base.

Hien Nguyen stated their priority is to maintain good employees but it is a very competitive market. He stated he sympathize with the problems stated however, he cannot control turn over. He stated he would like to address the problems with the system. He presented the Board with a summary of the project since 2004. He reviewed the conversion of data, going live with the system and the process of CAD acceptance. Hien discussed the support people for maintenance of the system and dealing with emergency response equipment. He stated he cannot be responsible for the data of the County. He would like to continue to work together to solve the problems. He stated he cannot help the frustrations of former employees with the number of support calls received from Ravalli County. He stated it was past personal feelings not a working support team. He presented the Board with the numbers of calls received from Ravalli County for support requests. He stated of the calls received, all were solved and there is nothing pending on their end. He stated all calls received are logged and checked for identification and logged again when solved. He stated there were 80 calls received from Ravalli County over 4 years. He broke down the categories of the calls received and the types of problems with viruses and bugs. He further explained the process of their customer services department. He stated the way the customer service reps respond is in order of critical importance.

Mary stated there is a partnership present. She stated they are responsible for identifying CAD issues. There were three people in Ravalli County that were trained for issues. There is a responsibility on the side of the client as well to maintain the system. There is a problem with system administration. Hien reviewed a specific example of a problem where Logisys did not provide a timely response to an issue. He stated Joe had called when the system had failed over a weekend and it was poor customer service. The person responsible had been reprimanded and did receive additional training. Hien addressed the email received from Joanna Hamilton of 32 issues. He questioned what had happened to build up to the 32 issues. Mary stated Joanna was very frustrated however; they did not have the specifics to address the problems. She reviewed the types of issues with the Board and stated they were bugs and since have been fixed. Two bugs were due to configuration issues which is Logisys' responsibility. She stated the system will only

reflect what is put into the system. There is a lot of functionality to keep the data valid and that is the responsibility of Ravalli County. She stated 9-1-1 is using the system differently than what it was intended for as well as users not liking the system. She stated they are open to criticism. She stated many of these problems come from passwords changing, blue screens, printing issues and the dispatch time being off. There were times support would fix them only to have them happen again. These are not CAD specific issues. She stated after getting I.T. involved and switching out some machines, those problems have reduced. Joe stated it was due to maxed out RAM on the machines. Mary stated it would have helped to know those issues since they are not related to CAD issues. Steve stated it was odd to see the problems and it is frustrating to everyone. He stated there is finger pointing of things that work and things that don't, but the communication has improved significantly. Joe stated when it was happening, it was Logisys' system. Steve stated his job is to make sure the problems are solved. Joanna stated she can now understand that. She stated she did not go to school to perform in Joe's capacity. She stated what would happen is customer service would ask her for something she did not know how to give them. The problem is information keeps disappearing from the system. She does not understand why they have to suffer for these problems.

Marty Birkeneder stated it was made clear to have I.T. up to speed of software changes and remedies to problems. The question is "are these problems glitches of the system or something else?" There is a separate data system being kept due to total lack of faith in the Logisys system and support. Mary replied she issued an email requesting any problems of the system and received loads of information which is still being processed. The other issue regarding confidence in the data conversion was regretful. Unfortunately, it was garbage in and garbage out. Marty stated patrol bucked about the conversion. Now they use it without complaint. Sheriff Hoffman stated when the system was chosen, it was based on what the reps told him it would do for the County. He stated many of those promises were not kept. It was no longer the same people and the other people were telling him all of the things they could not do when the representatives told him the system was capable. He stated the bottom line is there are problems and they need to be fixed and made good on what was promised. He stated the calls were made and the choice of whether it was an emergency was not up to the County but Logisys. When calls are made in the middle of the night and told they are not an emergency it is frustrating. Sheriff Hoffman stated he chose Logisys. He stated the City of Hamilton chose Swift system and it works for them. Logisys does not work for them. He stated there have been problems and the bottom line is people call 9-1-1 for life threatening emergencies and he needs to respond in a timely manner.

Commissioner Chilcott stated the Board does not have a real understanding of how the system is working. Assurances of making the County a priority was promised by Logisys sales staff. He stated the Board was told the data would work. He stated the County is lucky they have not faced litigation of emergency calls that have failed. He stated Logisys assured the County it would work. He would like to see the County move forward with this relationship but the promises need to be fulfilled. Hien stated Logisys is committed to make it work. It can be remedied. It is not conducive if it is a data problem. He stated there needs to be an understanding of how to get results. Commissioner

Chilcott stated the Board was told from the beginning Logisys would make this work and over four years, ambulances are being sent from the wrong districts. The districts are clearly defined for emergency service response units. He stated he is not comfortable supporting the continuation of a system that continues to fail. He stated if Logisys would like to move forward with a solution, then great. He stated four years of finger pointing is not getting anyone anywhere.

Commissioner Thompson stated the recommendation of the Sheriff's Office to obtain the Logisys came four years ago. If there is a contract and money involved, the County needs a system that works. Hien stated he understands the County wanting to make the system work. He stated there is so much that is outside the software that needs to be looked at for resolution. He stated it comes to what does it take to make it work and there needs to be a base of understanding. The condition of the County system needs to be clearly defined. He stated there is always a risk of losing standing with working with data conversions. He stated there is no guarantee and he does not know what the salespeople promised. He stated if the County is willing to assess where they are and what it would take to make it work, they are willing to continue. Commissioner Rokosch stated the question is the identification of framework to evaluate the Staff time. He stated the County cannot have ambulances dispatched incorrectly. He asked if the issues are identified, what share of the responsibility of costs to fix them are the County's? He stated it comes down to time and money for the Board. He needs to hear willingness from Logisys to possibly review the contract and have additional training. He requested everyone involved for direction.

Commissioner Chilcott stated the County is faced with the liability of emergency services. It has to be taken very seriously. He stated if solutions are being discussed, then timeframes have to be discussed as well. Hien replied timeframes are part of it. He stated Joe indicated things are improving. Marty stated it is important to revisit the timeline with the payments made. The key is to give a tight timeline with acceptance of the system with the promise the issues are going to be fixed. She suggested within 60 days to report if the system is working properly. Civil Counsel Karen Mahar stated she read the agreement and it is comprehensive. She stated whether it is problems with technical support or data codes problems, they are specified within the service contract. She asked if Joe is willing to work with Logisys for training to fix the problems. Joe replied they are down to 3 people in I.T. including himself. The new employee is not fully trained yet and Joe is currently assuming duties outside his normal tasks. Civil Counsel Karen Mahar stated there is a 60 day termination of contract. She suggested having 30 days to work with Logisys and come back to the Board to address the issues and then make a decision to terminate or continue. Commissioner Rokosch asked Hien if it is possible to work within that timeframe to identify the issues and come up with some resolutions. Penny Kline stated they are having frustration with data entry as well and would like to have some input. Commissioner Chilcott stated he would like to see an initial cost estimate with a timeframe. Marty agreed to compile a list of issues within two weeks for Logisys. Hien requested having a Logisys support technician present during the compiling of issues. The Board agreed. Marty requested having the manual revisited for a more useful training tool. Commissioner Rokosch stated the issues need to be categorized for a structural frame. There are issues in all areas of this system and people

issues. He stated within the next two to three weeks it will be a collaborative effort to compile this list with the expectation of the remedies by the end of January.

► The Board met to approve the minutes for October 23rd, October 30th and November 17th. **Commissioner Chilcott made a motion to approve October 23rd, October 30th and November 17th 2008 minutes. Commissioner Thompson seconded the motion and all voted 'aye'.**

► Commissioner Thompson spoke at a Lions Club meeting at noon.

► Commissioner Thompson attended a HRC meeting in Hamilton during afternoon hours.